COMMIDEA

Chip and PIN

WebCom User Manual

V 3.3

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1. Introduction To WebCom

Commidea's WebCom is provided free of charge as part of any other supported Commidea Application or service. Supported products include:

- Ocius V2 – VeriFone Terminals
- Ocius for PC (All Derivatives)
- ICP XML V2 Interface

WebCom is a browser based tool – accessible from any internet connection worldwide. Access to the system is provided by a secure login process, ensuring the security of your data and system configuration.

Login details will be provided to you when your product or service is activated.

WebCom provides a variety of tools and applications to help manage your system, or estate across multiple sites – as well as a suite of comprehensive reporting facilities.

This document serves as a guide to WebCom's functions, configuration and reporting functionality.

In the unlikely event that you encounter any problems whilst using the WebCom service – please contact the Merchant Helpdesk for assistance.

helpdesk@commidea.com

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2. WebCom – First Use & Security Certificates

Access to the WebCom service is via any Internet Browser. Enter the following address to gain access to the system.

https://www.commideaweb.com

The first time you attempt to access the service, it is likely that you will see a security warning similar to that shown below:

Security Alert
Information you exchange with this site cannot be viewed or changed by others. However, there is a problem with the site's security certificate.
The security certificate was issued by a company you have not chosen to trust. View the certificate to determine whether you want to trust the certifying authority.
The security certificate date is valid.
The security certificate has a valid name matching the name of the page you are trying to view.
Do you want to proceed?
Yes
No
View Certificate

This message is to inform you that the service you are attempting to access is using a secure certificate (to provide 128-Bit SSL encryption) that your system is not yet configured to trust.

The options available at this point are to accept the certificate on this occasion by pressing "Yes", press "No" to cancel your attempt to access the service, or "View Certificate" to configure this computer to always accept this certificate in the future.

If using a public PC such as one in an internet Café, we would advise simply accepting the certificate on this occasion by pressing "Yes".

However, when using on your own computer, where you are likely to want to gain access to the system in the future – we recommend that you view and install the certificate which will stop the message from appearing in the future.

If you are integrating to our solution, then there is a test WebCom which can be used to report on your testing transactions and accounts. This can be found at:

http://testweb.commidea.com

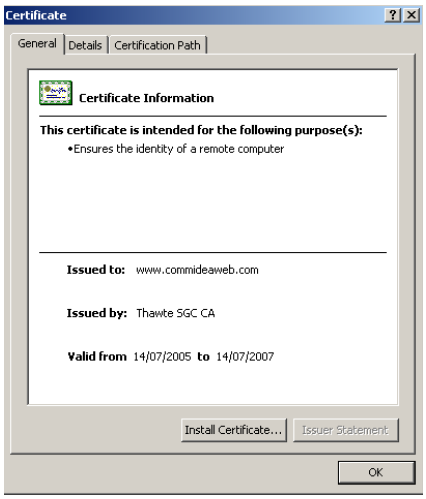
2.1 Installing the Security Certificate

To install the certificate on your computer for future use, follow the steps shown below. This process is taking place using a Microsoft Windows PC – the process will be similar if using an Apple Mac.

Begin by pressing "View Certificate"

The system will show you details of the certificate you are viewing. Check the details to ensure that the certificate is genuine, making sure that the "Issued To" entry matches the address that you are attempting to access, in this case: www.commideaweb.com.

The certificate also shows the CA (Certificate Authority) who issued the certificate, and the dates which the certificate is valid for. Further information is available on the Details and Certification Path tabs. When happy with the details, press "Install Certificate"



The Certificate Import Wizard will start to guide you through the process. Press "Next" to continue.

The wizard prompts to select the location to store the certificate. The default is to automatically select the location, select this option and click "Next".

Another confirmation dialog to show that the import was successful. Click on OK, then OK on the main certificate window.

The certificate has now been successfully imported and saved to the local machine. Click Finish

Finally, press "Yes" to accept the certificate, and the browser will take you to the WebCom login screen.

2.2 WebCom Login

Having installed the security certificate, or accepting its use on this occasion, your browser will now direct you to the main WebCom login page.

Initially it is necessary to register your login to WebCom, and after authenticating your account by entering a merchant number from one of the accounts within that System ID. Once that has been completed you will only need your user name and password, and you can select 'Existing Users' from the landing page. Here is the information required for registration, for which you will need to select 'New Users':

System ID A numeric unique System ID that identifies the merchant details to access.

User Name The WebCom User name used to authenticate the user. This is normally an e-mail address.

Password The password associated with that user name.

Email address The email address you wish to use as your user name in future, and of where the password for the account will be sent.

WebCom3 - Beta Login
System ID:
User Name:
Password:
Email Address:
A NEW Password will be automatically generated for you and sent to the above Email Address. This email address will also become your 'UserName'.
Log In

Any system can support multiple WebCom users, each with their own level of access permissions. This enables, for example, IT staff to be allocated access to the system configuration sections without being able to view financial detail, and for finance staff to have the opposite level of access.

The admin login details are generated automatically when a new system is configured. Your login details will be e-mailed to you automatically. If you have not yet received them, please contact the merchant helpdesk for assistance.

Each user can be configured to have access to a default page, so when users are configured in this way, the entry point to the system can be different. However, the default setting is to direct users to the users page.

If you have a superuser account, then this will direct you after login to a page which contains a list of all the merchant systems you have access to. The intention of this kind of login is that resellers or customers with wide enterprises can have access to all required systems as quickly as possible. For more information on SuperUser accounts, please see section 6.3.

3. WebCom Functions – Ocius

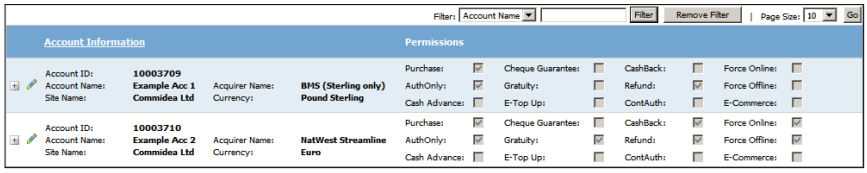
The Ocius section of WebCom provides tools to enable any Ocius customer to manage their system and estate of terminals. Each sub-category is explained in detail in the following sections.

3.1 Accounts

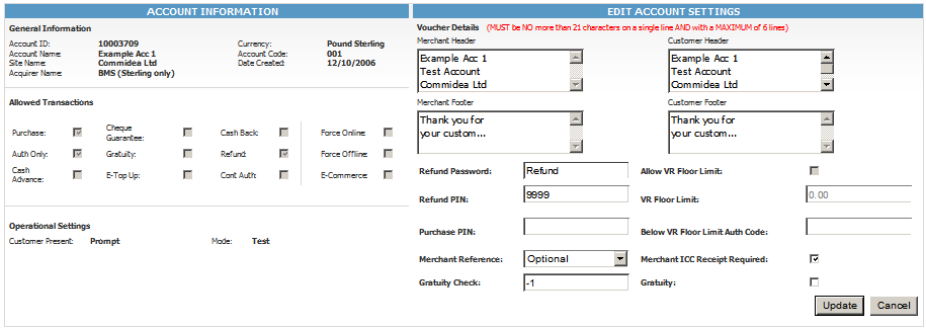
When selecting the accounts option, WebCom will display all accounts that are present within the merchant system. In many cases, this screen will show only one account. However, for large estates many hundreds or even thousands of accounts could be present. As such, the screen will limit the number of accounts that can be displayed at any one time, by default to 10 accounts. This is configurable using the "Page Size" value in the left of the Accounts screen and then pressing "Go".

It is also possible to search any list of accounts, using the filter options at the top of the form. Select "Account Name" or "Site Name", type in the search text and press "Filter".

An account contains all the details that will be used to process any card payments such as the acquirer, currency, allowed transaction types, merchant ID's and Terminal ID's. A summary of those settings is shown below.



By selecting the "Edit" icon to the left of each account, it is possible to view more information on the account, and make some changes to its configuration. Many of the settings for an account can only be changed by Commidea, but it is possible to make some changes at any time.



It is also possible to view all the card schemes that are enabled by expanding the desired merchant account.

In order for changes to take effect at a terminal level, an account update will need to take place to each device. See section 3.3 for information on Terminal updates.

3.1.1 Voucher Setup

Each account has specific Voucher settings assigned to it. This includes separate detail for the header and footer of both the customer and the merchant copies. Voucher text must be no longer than 21 characters in width, and 6 lines long.

3.1.2 Other Account Settings

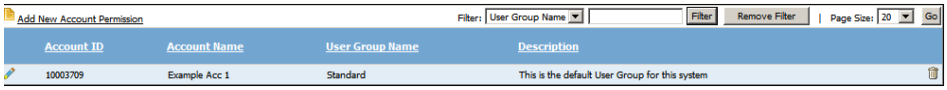
Item	Description
Refund Password	The refund password is used when processing refunds via the ICP XML service.
Refund PIN	The refund PIN is used to allow the processing of a refund transaction on any Ocius Terminal. A blank PIN will remove

	this prompt on the terminal.
Purchase PIN	The purchase PIN can be enabled to restrict users from being able to process transactions without first confirming their access levels by knowing the PIN.
Merchant Reference	**Not Supported**: Disables the "Enter Reference" prompt on Ocius terminals. **Optional**: Prompts for a reference, but will allow a blank reference to be entered. **Required**: Does not allow the transaction to continue until a reference has been keyed in.
Gratuity Check	When gratuities are enabled on an account, the value in this field allows you to prompt for confirmation of the gratuity amount, if over a certain percentage of the transaction value. E.g. if this field was sent to 25 it would prompt the operator to confirm that the gratuity is acceptable if over 25% of the transaction value
Allow VR Floor Limit	Reserved
VR Floor Limit	Reserved
Below VR Floor Limit Auth Code	Reserved
Merchant ICC Receipt Required	This provides the ability to disable the PIN verified receipt. **This can only be disabled if there is an agreement in place with your acquirer to that effect**
Gratuity	This check box allows the administrator to enable or disable gratuity on the account without having to contact Commidea

3.2 Account Permissions

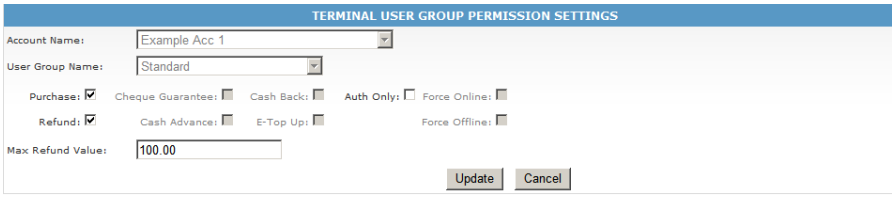
Account Permissions allow the configuration of specific Terminal User Groups to have access to specific system accounts. Particularly useful when managing an estate with multiple stores, it is common to setup a specific Terminal User Group to each Store, and then more specific terminal users below that.

Existing Account Permissions are displayed when first selecting this form. It is possible to delete or edit the existing permissions, or add new ones.



3.2.1 Edit An Existing Entry

When editing an existing entry, it is not possible to change the account or user group that has been configured. However, allowed transaction types and the maximum refund value can all be changed.

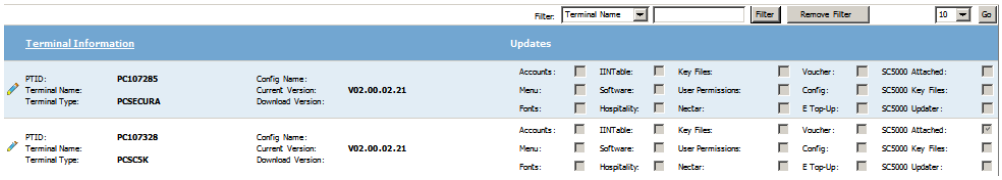


3.2.2 Add New Account Permission

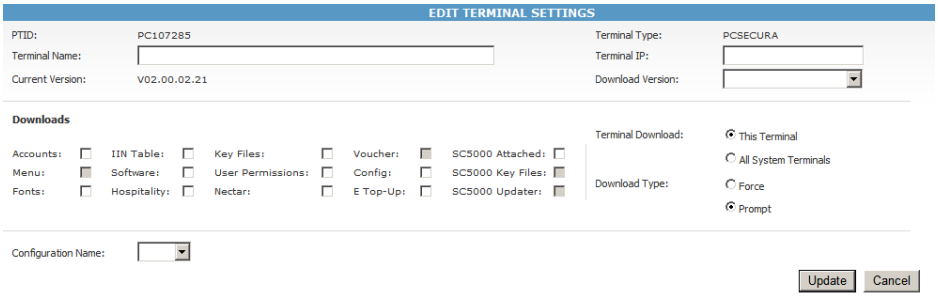
Adding a new entry into this table shows the same options, but allows you to select the appropriate account and terminal user group for the new settings.

3.3 Terminals

This section of WebCom lists all the Ocius terminals, of any type, that are part of this merchant system.


Filter: Terminal Name Filter Remove Filter 10 Go
Terminal Information
Updates
PTID: PC107285
Terminal Name:
Terminal Type: PCSECURA
Config Name:
Current Version: V02.00.02.21
Download Version:
Accounts: IINTable: Key Files: Voucher: SC5000 Attached:
Menu: Software: User Permissions: Config: SC5000 Key Files:
Fonts: Hospitality: Nectar: E Top-Up: SC5000 Updater:
PTID: PC107328
Terminal Name:
Terminal Type: PCSC5K
Config Name:
Current Version: V02.00.02.21
Download Version:
Accounts: IINTable: Key Files: Voucher: SC5000 Attached:
Menu: Software: User Permissions: Config: SC5000 Key Files:
Fonts: Hospitality: Nectar: E Top-Up: SC5000 Updater:

By selecting the edit icon to the left of each device, it is possible to change the terminal details, enter additional information and make selections for terminal updates to one or more devices.



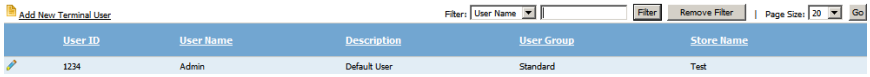
Item	Description	
PTID	Permanent Terminal ID. 8 Characters, Alphanumeric. Prefix "PC" Identifies Ocius for PC installation. All others manufacturer assigned.	
Terminal Name	50 Characters, Alphanumeric. Allows terminals to be identified by name. This information is not stored on the terminal itself, only accessible via WebCom.	
Current Version	The version of Ocius software currently in use by this terminal.	
Download Version	The version of Ocius software to be sent to the terminal when running a Software Update.	
Terminal Type	3600W	VeriFone 3600 WiFi
	3750E	VeriFone 3750 Ethernet
	3600P	VeriFone 3600 GPRS
	VX610GPRS	VeriFone Vx610 GPRS
	VX610WiFi	VeriFone Vx610 WiFi
	VX510	VeriFone Vx510 Ethernet
	PCSC5000	Ocius for PC – VeriFone SC5000 (V1)
	PCSC5K	Ocius for PC – VeriFone SC5000 (V2)
	PCSECURA	Ocius for PC – VeriFone Secura (V2)
	XPLORER	VeriFone Xplorer
Terminal IP	Optional – Can be used to keep records of the IP address assigned to each device. This has no effect on terminal operation or configuration.	
Downloads: Menu	Prompt for an Ocius menu update.	
Downloads: Software	Prompt for an Ocius software update.	
Downloads: User Permissions	Prompts for an Ocius User Permissions update.	
Downloads: Config	Prompt for an Ocius Terminal Config update. Includes Nectar configuration details.	
Downloads: Voucher	Prompt for an Ocius Voucher Format update (layout only).	
Downloads: Accounts	Prompt for an Ocius Account update. Includes all account detail and permissions relevant to the current terminal user. Also includes the refund PIN, max refund value and all voucher header & footer detail.	
Downloads: IIN Table	Prompt for an IIN Table update. Includes the latest accepted card and transaction types.	
Downloads: Key Files	Prompt for a Key Files update to the terminal. This includes all the files that allow the unit to read the card chips.	
Downloads: SC5000 Attached	When using a VeriFone SC5000 PED attached to either a VeriFone 3750 or Vx510 device, this flag will also update the SC5000 software as well as the main Ocius software. Must be used in conjunction with the main Ocius Software update.	
Downloads: SC5000 Updater	When using a VeriFone SC5000 PED attached to ether a Verfine 3750 or Vx510 device, this flag will allow you to update the software on the SC5000.	
Downloads: Fonts	Prompts for an update of the font files which allows the terminals to output the display correctly	

Item	Description
Downloads: Hospitality	Update your terminal to allow Bill Lodging by ticking this box. If it is left unchecked then Bill Lodging will not be available.
Downloads: Nectar	Reserved
Downloads: E Top-Up	Reserved
Terminal Download	Allows the chosen settings to be applied to just this terminal, or all terminals in the merchant system.
Download Type	**Force** – when the terminal next checks for updates you will not be presented with the option to download the update, it will be performed automatically **Prompt** – it is necessary for you to confirm acceptance of an update when checking for updates
Configuration Name	Can be used to select a pre-determined terminal configuration set for download.

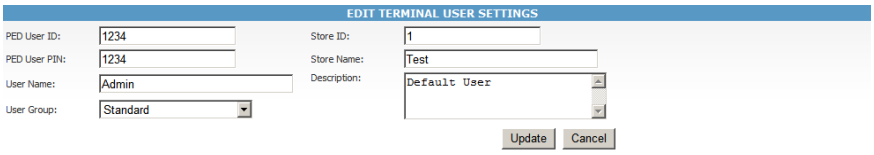
Ocius terminals check for available updates at different times dependant on their configuration. The most common implementation is to check for updates each time the terminal is logged in. At this stage, the terminal will communicate with the ICP database, and be sent the selected updates.

3.4 Terminal Users

Terminal users defines the User ID and PIN used to login to any Ocius terminal. This in turn links to a Terminal User Group, and ultimately dictates what accounts and features that user is able to use. It is common for this to be used more like a site code than a specific user ID, although that is also possible of course.



The Terminal User form will show all users currently configured in the system. Click the edit icon to the left of any entry to make changes to that user, or Add New Terminal User to create a new entry.



Item	Description
PED User ID	2 - 8 numeric. Login ID for use at the terminal.
PED User PIN	2 - 8 numeric. Login PIN for us at the terminal.
User Name	Name associated with the user.
User Group	User group, and therefore level of access, assigned to this user
Store ID	Used only for Nectar - Merchant Specific.
Store Name	Used only for Nectar - Merchant Specific.
Description	Description for storing more information on this user.

3.5 Terminal Permissions

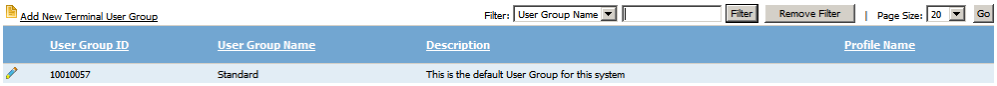
This section within WebCom allows you to customise exactly what options are available to that user within the terminal once logged on. It is then possible to link this to the User Group using the Permission Profile drop down box (see 3.6 Terminal User Groups).

To enable this section within the Ocius option, you must adjust your Webcom Setup. Choose "Webcom Setup" from the top list of four options, then take note of which user group your Webcom user is assigned to (by default this is "Default Admin"). Then select User Groups, and expand the group you are a member of, by clicking the "+" next to that group. When the list of Component Names appears, expand the Ocius component and from the list of "Allowed Actions", ensure that all the Terminal Permissions options are ticked. Click "Save All" and then if you return to the "Ocius" menu using the list at the top of the screen, you should now have a "Terminal Permissions" option to choose from.

Within here you can create a profile and then edit the profile. This enables you to select which parts of the menu system on the terminal this profile is allowed access to, once logged on. As with other sections of WebCom, you can view or edit the settings of each entry using the relevant buttons to the left of the record.

3.6 Terminal User Groups

Terminal user groups allow groups of users to be given the same access rights. This is particularly useful when assigning user id's to individuals rather than to sites. All existing user groups will be displayed at this stage. Select the edit icon next to each one to make changes, or add new to create a new user group.



The User Group itself is little more than a name to use to join multiple users, although it can just have one user if that suits the environment of use. A user must be a member of a group. Groups are then used to allocate permissions on a per account basis. See section 3.2 for more information on Account Permissions.

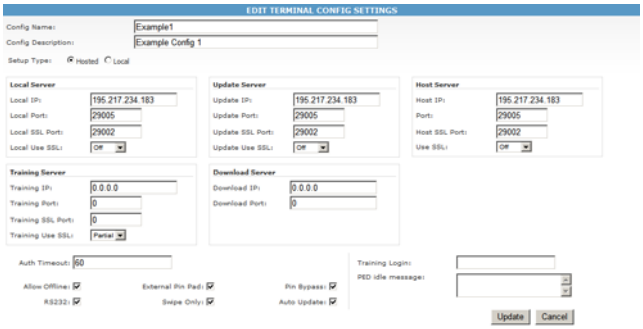
3.7 Terminal Config

It is possible to store multiple terminal configuration sets, and apply them to terminals in your estate remotely. This system will list any Configuration sets currently stored, allow you to edit existing entries and add new ones.

When adding a new terminal configuration set, or editing an existing one, the following fields are available for configuration. Some of these are populated with the Ocius default settings for a live environment to get you started.

Item	Description
Config Name	The name assigned to identify this configuration set.
Config Description	A description of the configuration set.
Setup Type	**Hosted** – if the terminal is configured to authorise using our hosted solution (ICP). **Local** – if the system is configured to use a local ILink server to authorise the transactions
Local Link Server: Local IP	The IP Address of a local I-Link server if being used for Bill Lodging / Hospitality purposes.
Local Server: Local Port	The Non-SSL Port used for non-secure messages to the transaction server such as login/logout commands.
Local Server: Local SSL Port	The SSL port, used for all secure messaging such as transaction processing.
Local Server: Local Use SSL	**Off** (Default)- Do Not Use SSL Encryption (Can be used safely on local networks) **Partial** - Only encrypts sensitive data such as card numbers, but all other parts of the message are un-encrypted making the transaction process slightly faster. **Full** - All messages are encrypted for maximum security, this has a minor impact on speed.

Item	Description
Update Server: Update IP	The IP Address of the updates server, for account and software updates.
Update Server: Update Port	The Non-SSL Port used for non-secure messages to the transaction server such as login/logout commands.
Update Server: Update SSL Port	The SSL port, used for all secure messaging such as transaction processing.
Update Server: Update Use SSL	**Off** (Default)- Do Not Use SSL Encryption (Can be used safely for software updates as the data is not sensitive) **Partial** - Only encrypts sensitive data such as card numbers, but all other parts of the message are un-encrypted making the transaction process slightly faster. **Full** - All messages are encrypted for maximum security, this has a minor impact on speed.
Host Server: Host IP	The Host IP address for the transaction server.
Host Server: Port	The Non-SSL Port used for non-secure messages to the transaction server such as login/logout commands.
Host Server: Host SSL Port	The SSL port, used for all secure messaging such as transaction processing.
Host Server: Use SSL	**Off** - Do Not Use SSL Encryption (Only for use on local networks, must not be used in conjunction with ICP) **Partial** - Only encrypts sensitive data such as card numbers, but all other parts of the message are un-encrypted making the transaction process slightly faster. **Full** (Default) - All messages are encrypted for maximum security, this has a minor impact on speed.
Training Server: Training IP	The IP address for the training server.
Training Server: Training Port	The Non-SSL Port used for non-secure messages to the training server such as login/logout commands.
Training Server: Training SSL Port	The SSL port, used for all secure messaging such as transaction processing.
Training Server: Training Use SSL	**Off** - Do Not Use SSL Encryption (Only for use on local networks, must not be used in conjunction with ICP) **Partial** - Only encrypts sensitive data such as card numbers, but all other parts of the message are un-encrypted making the transaction process slightly faster. **Full** (Default) - All messages are encrypted for maximum security, this has a minor impact on speed.
Download Server: Download IP	The IP address for the download server.
Download Server: Download Port	The port used for connecting to the download server on the configured IP address.
Auth Timeout	In seconds. The amount of time allowed for an authorisation to complete before the terminal times out. Default = 60 seconds.
Allow Offline	Allow offline transaction processing in the event of a network failure.
RS232 Flag	Disables IP socket based integration to enable integration via an RS232 Serial Connection instead.
External Pin Pad	Is an external Pin Pad attached to the master device (e.g. VeriFone SC5000 attached to the 3750/Vx510)
Swipe Only	Swipe only transaction processing. All Chip & Pin functionality will be disabled.
Pin Bypass	Allow Pin Bypass attempts (may be required for foreign cardholders).
Auto Update	Automatically check for updates at login.
Training Login	Login ID used for logging onto the training server. The value set here results in the User ID and User PIN both being this value.
PED idle message	Message displayed on the terminal when the PED sits idle waiting for a transaction to be processed. This replaces the "READY" message usually displayed.



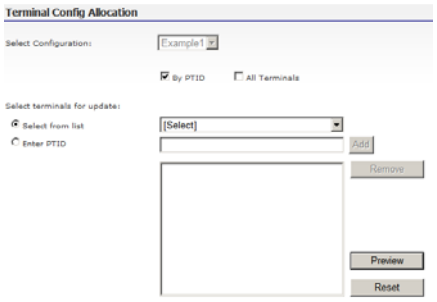
3.8 Terminal Config Allocation

Once a terminal configuration set has been added, it can be applied to terminals in a number of ways.

Firstly - select the saved configuration set from the drop down list. If this configuration change is to be applied to all terminals, then deselect "By PTID" and select "All Terminals". You can then hit "Preview" to view a list of all the PTIDs that will be affected by the Config Change, and then click apply at the very bottom of the screen to confirm the allocation.

Alternatively, select one specific terminal by having "By PTID" enabled and entering the PTID or selecting the PTID for the drop down list.

To ensure that desired current configurations are not overwritten, it is necessary to click "Preview" to view a list of all the terminals chosen and the configuration currently allocated to the terminal. You can then click "Apply" to assign the configuration set to the specified devices, and mark them automatically for a Config Update. This will then be downloaded to the device the next time a login is attempted, or if a manual update check is performed.

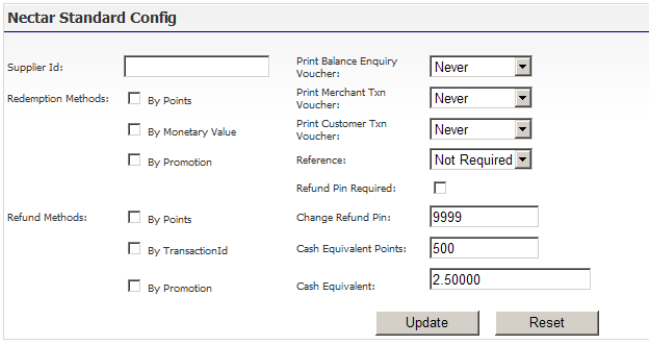


4. WebCom Functions – Nectar

4.1 Nectar Standard Config

The Nectar Standard Config screen allows Nectar card processing to be configured for this Merchant System.

Nectar settings cannot be account specific, so must apply to all terminals in this estate, regardless of what store they might be in.

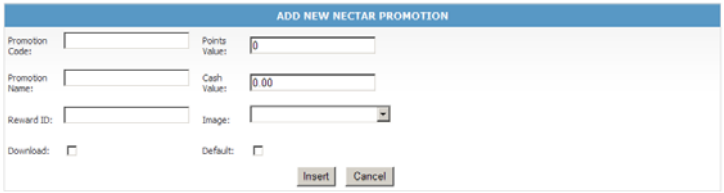


Item	Description
Supplier ID	Provided by LMUK. Identified Merchant. 10 Characters, Alpha.
Redemption Methods	**By Points**: Redeem using points value. **By Monetary Value**: Redeem using a monetary value. **By Promotion**: Redeem using Promotional codes only.
Refund Methods	**By Points**: Refund using points value. **By Transaction ID**: Refund using a previous Transaction ID. **By Promotion**: Refund using Promotional codes only.
Print Balance Enquiry Voucher	**Never**: Never print a Balance Enquiry Voucher **Prompt**: Prompt to print a Balance Enquiry Voucher **Always**: Always Print a Balance Enquiry Voucher
Print Merchant Txn Voucher	**Never**: Never print a Merchant Txn Voucher **Prompt**: Prompt to print a Merchant Txn Voucher **Always**: Always Print a Merchant Txn Voucher
Print Customer Txn Voucher	**Never**: Never print a Customer Txn Voucher **Prompt**: Prompt to print a Customer Txn Voucher **Always**: Always Print a Customer Txn Voucher
Reference	**Not Required**: No reference option will be available. **Optional**: Will prompt for a reference, but allow blank. **Required**: Requires a reference to be entered before allowing to continue.
Refund Pin Required	Is a PIN required to process a refund?
Refund PIN	The refund PIN, if enabled.
Cash Equivalent Points	The default number of points to translate into the Cash Equivalent. All transactions must then be a multiple of this value.
Cash Equivalent	The cash equivalent value of those points. Again, all transactions must then be a multiple of this value.

4.2 Nectar Promotions

The Nectar Promotions table allows a number of different promotional codes to be configured for use with this system. Those promotions already configured would be displayed here, and can be changed using the edit function. Alternatively, a new promotion can be added.

When adding a new Nectar promotion. Promotions are a great way of configuring specific transactions outside of the normal Nectar processing system. The following options are available:



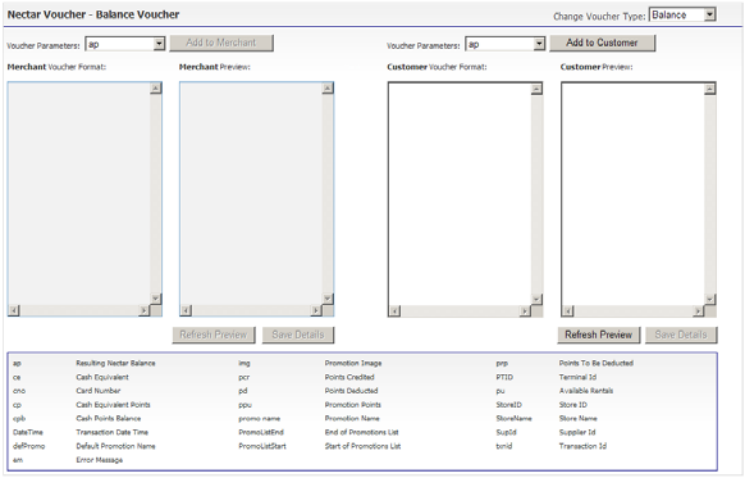
Item	Description
Promotion Code	6-8 Characters, Alphanumeric. Unique Promotion Code. Used to identify this promotion and reward ID from the terminal.
Promotion Name	The name allocated to this promotion for identification purposes.
Reward ID	10 Characters, Alphanumeric. Supplied by LMUK - used to identify this promotion on their system.
Download	When ticked, this promotion will be downloaded to all terminals when a Config Update is performed.
Points Value	The number of points used by this promotion.
Cash Value	The cash equivalent for that number of points.
Image	The image used to print on vouchers for this promotion. This is often a barcode used to scan into the POS. Images used must be correctly formatted by Commidea prior to being made available.
Default	Is this the default promotion on this system?

4.3 Nectar Voucher

This section configures the layout of each Nectar Voucher.

Voucher types available are:

Balance: Used for printing a Balance Enquiry
Redemption: Used when redeeming points for goods.
Reversal: Used to reverse an abandoned Nectar transaction.



Select the voucher type to configure from the "Change Voucher Type" drop down list. The system will then allow you to configure the layout of both the Merchant and Customer vouchers (where applicable) and generate a preview. The key at the bottom shows each available field that can be added to the voucher layout - select each parameter from the drop down list toward the top of the form, and select "Add To Merchant" or "Add To Customer" to add that field to the layout.

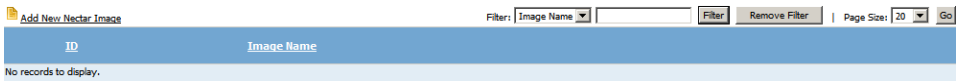
Free text can also be typed into the voucher layout at any point, as well as using the fields. Click "Refresh Preview" to update the preview window with your new layout. Once previewed, click "Save Details" against each voucher type to save your changes.

For more information on voucher layout requirements, please contact Implementations who will be able to offer further assistance, and configure example layouts if required.

4.4 Nectar Images

Nectar images are only used for promotions and must conform to a certain format.

The image must be set to monochrome, be 154 pixels high, and the Width must be divisible by 32, but a maximum of 384 pixels. Images must also be converted by Commidea into the appropriate file format. Existing images will be shown in the table in WebCom.



Please submit new images to Implementations for conversion. The file will then be sent back to you for uploading to your system using the "Add New Nectar Image" tool in WebCom.

Once uploaded, an image can then be assigned to a promotion, at which point it will be printed on the vouchers at the appropriate time according to your chosen voucher layouts.

4.5 Nectar Reports

The Nectar Report Criteria allows the creation of custom report generation to suit your needs.

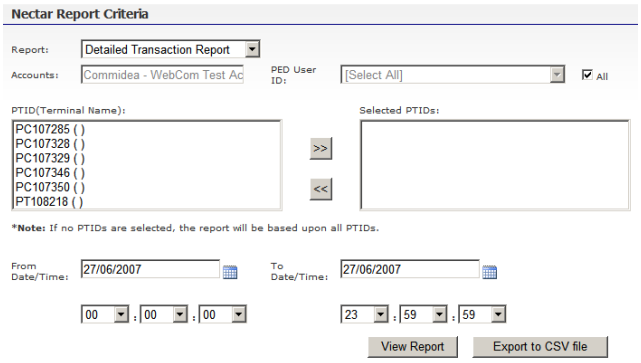
There are two report types currently available.

Detailed Transaction Report

The Detailed Transaction report will list all valid Nectar transactions, including reversals, for the given period.

Rejected Transaction Report

The Rejected Transaction report will list all Nectar transactions that failed for the given period, including information as to why the transaction failed.



Select the required report type and select the To and From dates to create a range. It is also possible to limit the report data to specific terminals (PTIDS) or PED user ID's. Alternatively, select "All" to capture transactions for all terminals and users.

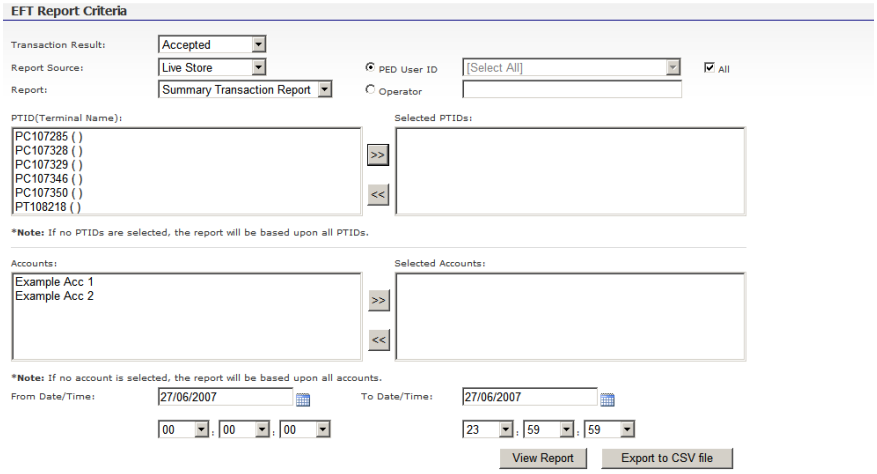
Click on View Report to generate the information, which can then be printed if required.

5. WebCom Functions – Transactions

The Transactions area of WebCom is for generating and exporting reports on card transactions (excluding Nectar) across the merchant system.

5.1 EFT Report

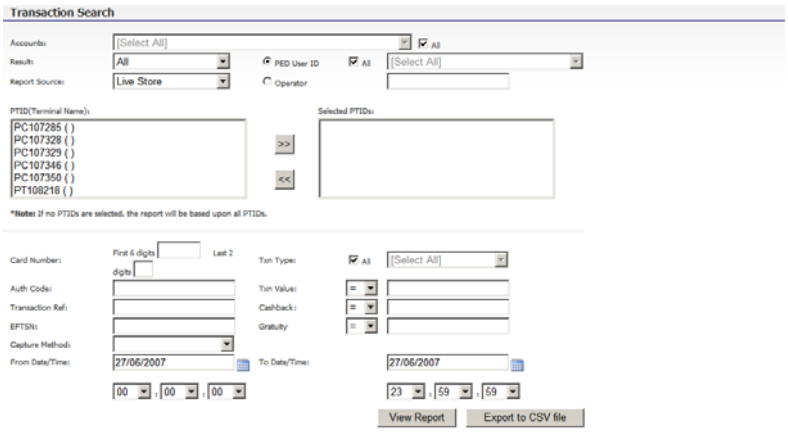
The EFT report can be used to generate a number of different transaction reports depending on the criteria selected. It is possible to generate those reports using data from one, some or all system accounts, between any date and time ranges or even limited to specific terminals or users.



Item	Description
Transaction Result	**All**: Will list all transaction types **Accepted**: Will only list successful transactions **Rejected**: Will only list un-successful transactions.
Report Source	**Live Store**: All transactions recorded against this system/account combination. No other options are available at this time.
Report	**Summary**: Will show transaction total information. **Detailed**: Will list each transaction in detail.
PED User ID	Will allow you to select a User ID to report on, so you can capture the transactions processed by a particular login
Operator	Allows you to enter the name of a user rather than using their User ID

5.2 Transaction Search

The transaction search feature allows the user to find specific transaction information to resolve any relevant query they or their customer may have regarding a payment.



A variety of options are available to narrow the search. The more information supplied, the more accurate the search will be and as such will display less results.

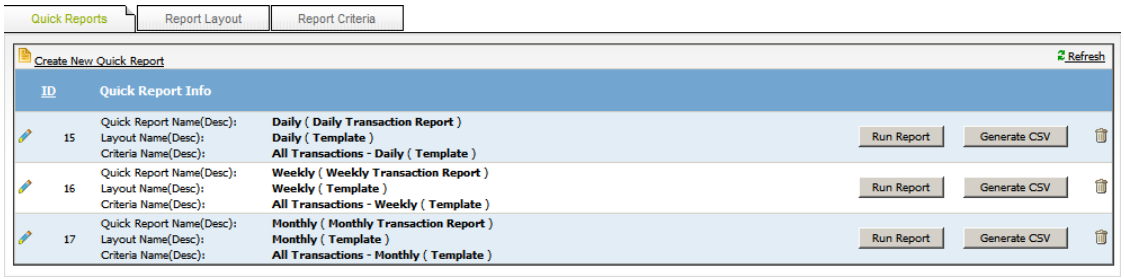
In an environment where the host system uses unique Transaction Reference codes, we would recommend a search that incorporates that information as being the most likely to find the transaction in question. It is of course possible to find the required transaction using any available information.

5.3 Create Reports

Some users may find the existing standard reports are not tailored to meet their demands. To overcome this, the "Create Reports" option has been built.

To enable this functionality, the user group the user belongs to must enable 'Create Reports' under 'Transactions'. For instructions on this, refer to '6.2 User Groups'.

Selecting 'Create Reports' from within the main 'Transactions' option will take you to the following screen:

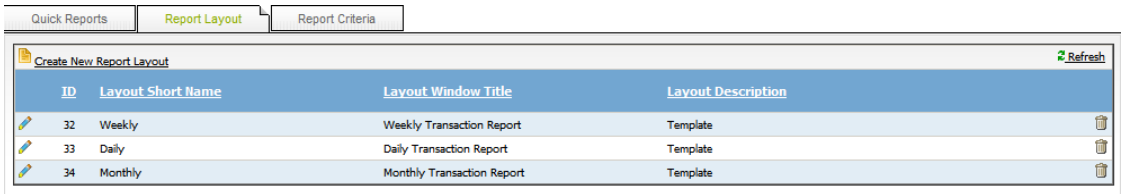

Quick Reports
Report Layout
Report Criteria
Create New Quick Report
Refresh
ID
Quick Report Info
15
Quick Report Name(Desc): Daily (Daily Transaction Report)
Layout Name(Desc): Daily (Template)
Criteria Name(Desc): All Transactions - Daily (Template)
Run Report
Generate CSV
16
Quick Report Name(Desc): Weekly (Weekly Transaction Report)
Layout Name(Desc): Weekly (Template)
Criteria Name(Desc): All Transactions - Weekly (Template)
Run Report
Generate CSV
17
Quick Report Name(Desc): Monthly (Monthly Transaction Report)
Layout Name(Desc): Monthly (Template)
Criteria Name(Desc): All Transactions - Monthly (Template)
Run Report
Generate CSV

This provides a view of all the Quick Reports currently available. To run any of these reports click 'Run Now', or 'Generate CSV' to produce the report in a file with comma-separated values.

To edit an existing quick report, the 'edit' button is available to the left of the ID field, and this will allow you to adjust the report layout. To remove a Quick Report completely, use the 'Delete' button on the far right hand side of the screen.

Creating/Editing a report:

Before creating a new report, it is necessary to build the report layout and criteria.



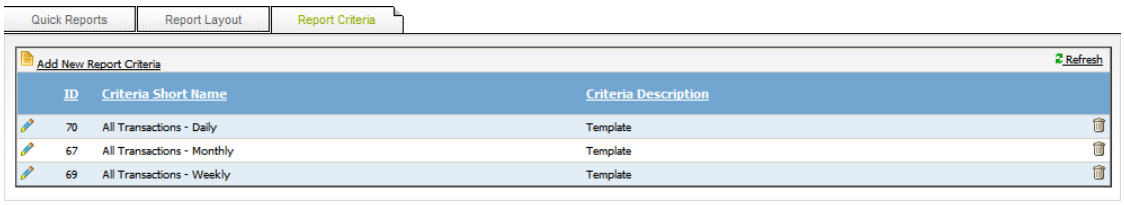
To view all existing layouts select 'Report Layout'. It is possible to edit existing layouts, or create a new one. On choosing one of these options, the following fields are displayed:

Item	Description
Layout Short Name	Short name to be used to refer to the report
Layout Window Title	Title for the browser window when the report is generated
Layout Description	Description for the layout
Fields for the Layout	Pick, from a list of fields, which information is to be displayed in the report. The fields available are: **Account ID** – Account ID of the account being reported upon **Account Name** – Account name being reported upon **Auth Code** – Auth code for the transaction **Auth Only** – Y/N field to show if the transaction was auth only **Auth Result** – Result of the authorisation for the transaction **Bank Account Number** – Bank account number assigned to the account **Capture Method** – Method of capturing card details **Card Number** – Card number from each transaction **Card Scheme ID** – ID of the card scheme

Item	Description
	Cashback – Cashback value if included **CNP** – Cardholder Not Present Y/N field **Cont. Auth** – Y/N field for a Continuous Authority transaction **Currency** – Currency name field **Ecommerce** – Y/N field for Ecommerce **EFTSN** – Electronic Funds Transfer Sequence Number **Electron CNP** – Y/N field for Electron Cardholder Not Present **Expiry Date** – Card expiry date **Gratuity** – Gratuity value if included in transaction **Issue** – Card issue number if applicable **Offline** – Y/N field to show if transaction was processed offline **Online** – Y/N field to show if transaction was processed online **Operator** – Operator which processed the transaction **PTID** – PTID of terminal which processed the transaction **Purchase Count** – Reserved, do not use **Reference** – Reference field sent with transaction **Rekeyed** – Y/N field to show if the transaction was marked as rekeyed **Scheme Name** – Scheme name the card charged fell under **Start Date** – Card start date **System ID** – System ID account linked to on database **Terminal ID** – Reserved, do not use **Terminal User ID** – User ID of the terminal operator **TID** –Terminal ID for merchant account **Transaction ID** – Transaction ID assigned by database **Txn Date Time** – Date and time of transaction **Txn Result** – Result of transaction **Txn Status** – Status of transaction **Txn Type** – Transaction type, e.g. Purchase/Refund **Txn Value** – Value of transaction **Unattended** – Y/N field for Unattended transaction modifier **WinTI Txn Type** – Txn Type modifier, e.g. 01 – Purchase **Zero Pre Auth** – Y/N field for Zero Pre Auth transaction modifier
Group By	Choose which field the report is to be grouped
Order By	Which field the report is to be ordered by
Show Totals	Select how the totals are displayed, currently 'Standard' only
Page No.	Tick box for enable/disable page number on the report
Page Orientation	Choose the page layout as either Portrait or Landscape
Footer Note	Any note to be included in the report footer

Each 'Layout Field' consists of FieldName(Width), with the width value showing how much space the selected field requires. The total report width is 13500, and this cannot be exceeded. A field is displayed on screen which shows how much space has been used each time a field is added or removed. The order of the fields can also be amended, using the arrows to the right of the fields list. If a field needs to be removed, select the field and click 'X' to do so. Once the selections are finished, choose 'Update' or 'Save', depending upon if the layout is being created or edited.

The Report Criteria section allows the information being report upon to be defined.



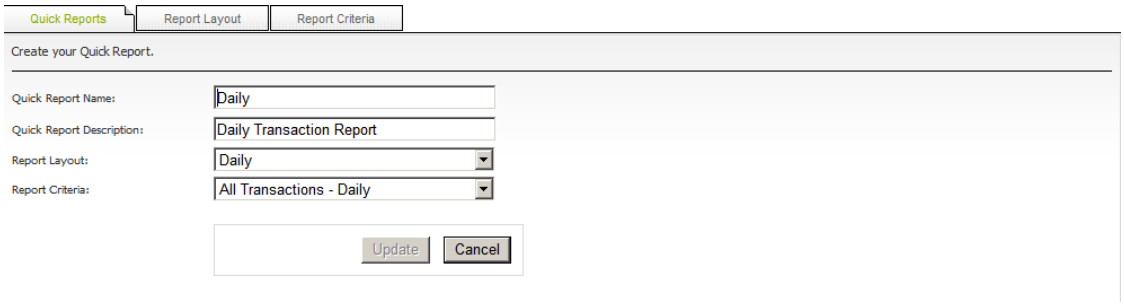
The following fields are presented and allow configuration of the criteria:

Item	Description
Report Criteria Title	Title of the report criteria
Report Criteria Description	Description of the report criteria being defined
Transaction Result	Choose to display All transaction results, or either Accepted or Rejected transactions only
PTIDs	Select which PTIDs to base the report upon. Selecting no PTIDs will report on all PTIDs
Accounts	As above, choose specific accounts to base the report on, or leave the selection blank to include all accounts
Card Schemes	As above, choose card schemes to report on, or select none

Item	Description
	and report on all the card schemes available
PED User ID	Select All, or choose a User ID to report upon
Operator	Or choose an operator name to report upon
Dropdown/Calendar	Radio button to choose how the dates are presented for selection
From Date	Date to report from
From Time	Time to report from
To Date	Date to report to
To Time	Time to report to
Txn Type	Tick box for all, or choose from Cash Advance, Purchase, Purchase with Cashback or Refund
Pre Auth ONLY	Tick box to display only pre authorisation transactions
Offline ONLY	Tick box to display only transactions processed offline
Txn Value	Transaction value field, allowing you to stipulate equal to, greater than, less than, greater than or equal to, less than or equal to a value provided
Cashback Value	As with the Txn Value field, but for a cashback value
Gratuity Value	As above, but for Gratuities
Card No, First 6 digits	First 6 digits of the card number to be reported upon
Card No, Last 2 digits	Last 2 digits of the card number to be reported upon
Conditions	Select a field from the list provided, and then a value and condition of how to quantify the value provided

Once the criteria is completed, 'Save' or 'Update' the selection and then both this and the Layout can be assigned to a Quick Report.

Building a quick report from scratch is achievable using 'Create New Quick Report' on the main "Quick Report" screen. A Quick Report Name and description of what the report produces are required, then choose the report layout and criteria to assign to this report.



Select to either 'Update' or 'Save' the settings to render the report available for use.

6. WebCom Functions – WebCom Setup

This area is used to configure different WebCom user accounts, and their associated level of access. There is no limit on the number of WebCom users that can be allocated to any system, although an e-mail address can only be used once on WebCom.

If you have a requirement to manage multiple WebCom systems, using one e-mail address as the User name, please see section 6.3 - WebCom SuperUsers.

6.1 Users

The users section will list all users currently configured. It is possible to edit existing user details, or add new users.

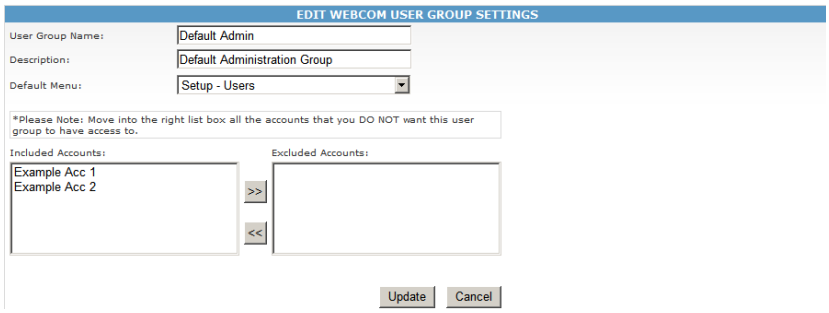
The user name must be a valid e-mail address for that user. This can be up to 100 characters long.

The password can be anything, from 6 to 50 characters long, although we recommend make it as long as possible, using a mixture of numeric and alpha characters, for security purposes.

6.2 User Groups

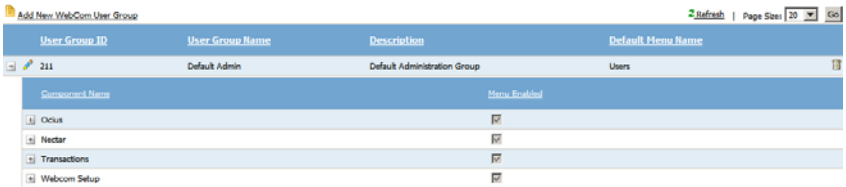
User Groups allow for the configuration of the relevant level of access to any WebCom user, and their default menu. The default menu is the first page the user is taken to following a successful login.

Once a user group has been created - select edit to make changes to that user's level of access.



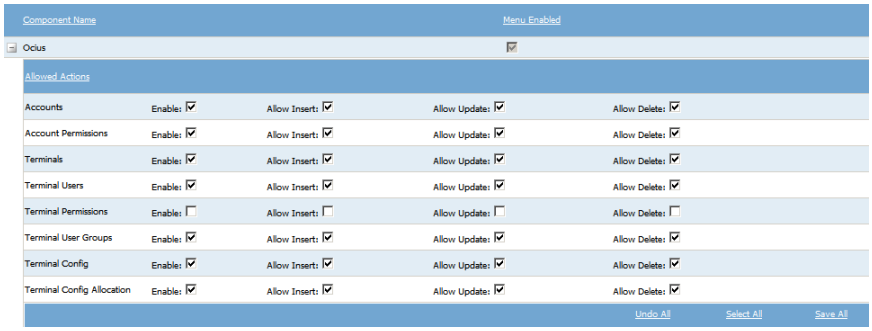
It is also possible from within this section of WebCom to limit the accounts that can be viewed by the User Group. This is performed by moving any accounts you wish to exclude from their interactivity into the 'Excluded Accounts' section. Once you are happy with the changes, press Update to confirm them.

Expanding the group using the '+' will enable you to configure the menu permissions within WebCom for that group.



Firstly, each of the main WebCom menus are listed. It is possible to enable or disable them using the tick boxes to the right.

For more detailed options - select one of the menus by clicking on the '+' symbol to its left. This will display the sub-menus as shown below.


Component Name
Menu Enabled
Ocius
Allowed Actions
Accounts Enable: Allow Insert: Allow Update: Allow Delete:
Account Permissions Enable: Allow Insert: Allow Update: Allow Delete:
Terminals Enable: Allow Insert: Allow Update: Allow Delete:
Terminal Users Enable: Allow Insert: Allow Update: Allow Delete:
Terminal Permissions Enable: Allow Insert: Allow Update: Allow Delete:
Terminal User Groups Enable: Allow Insert: Allow Update: Allow Delete:
Terminal Config Enable: Allow Insert: Allow Update: Allow Delete:
Terminal Config Allocation Enable: Allow Insert: Allow Update: Allow Delete:
Undo All
Select All
Save All

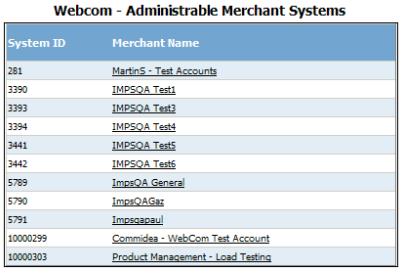
It is now possible to enable or disable each sub-menu, and if enabled, select if the user is allowed to Insert (add new), Update (make changes to existing) or Delete the records in that table.

We recommend making your selections, and selecting "Update All" in the bottom right hand corner to apply your changes. Alternatively, please update each row individually using the option to the right hand side of the table.

6.3 WebCom SuperUsers

For customers or system administrators who may have a requirement to manage multiple WebCom/ICP Systems, it is possible to be configured as a WebCom SuperUser.

This functionality allows one e-mail address and password to provide access to multiple system accounts, with the use of an additional login menu similar to the one shown below.



Webcom - Administrable Merchant Systems

System ID	Merchant Name
281	MartinS - Test Accounts
3390	IMPSQA Test1
3393	IMPSQA Test3
3394	IMPSQA Test4
3441	IMPSQA Test5
3442	IMPSQA Test6
5789	ImpsQA General
5790	ImpsQAGaz
5791	Impsqapaul
10000299	Commidea - WebCom Test Account
10000303	Product Management - Load Testing

This level of access obviously provides an additional security risk. Particularly when managing multiple merchant systems across different businesses. For this reason, it is not possible to configure SuperUser accounts using the WebCom interface itself.

If you require SuperUser access, please write to Implementations@commidea.com detailing the System ID's that you require access to. The Implementations team will then investigate your enquiry, and if approved configure your access.